

Request No. 413165TName AGUERO ,ARISTIDES MR.

Business Name _____

Consumer Information

Name: ARISTIDES AGUERO

Business Name:

Svc Address: 14120 SW 78TH STREET

County: Dade

Phone: (305)-387-1592

City/Zip: Miami / 33183-

Account Number:

Caller's Name: ARISTIDES AGUERO

Mailing Address: 14120 SW 78TH STREET

City/Zip: MIAMI ,FL 33183-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6100**

Utility Information

Company Code: TL720

Company: BELL SOUTH TELECOMMUNICATIONS,

Attn. John Merlino 413165T

Response Needed From Company? Y

Date Due: 11/13/2001

Fax: R

Interim Report Received: / /

Reply Received: 11/08/2001

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: VICTOR MCKAY

Entered By: KMARSHAL

Date: 10/22/2001

Time: 08:50

Via: PHONE

Prelim Type: OTHER

PO:

Disputed Amt: 50.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: VSM

Date: 01/03/2002

Closeout Type: GI-24

Apparent Rule Violation: N

Please review the following notes in which the customer reports the following: Customer states that he has requested his line be released from Bellsouth DSL since August 9. He is still unable to switch. He states that he was not supposed to be billed a set up charge when he signed up and is now being billed \$50.00 for a set up fee.

Please investigate this issue, contact the customer and provide me with a detailed written report that addresses the issues , and confirms the customer has been contacted either by letter or phone.

PLEASE NOTE** The information on this form is only a summary of the customer's concerns.

Inquiry taken by Kaullis Marshall

CAF FAX#: (850) 413-7168

CAF E-MAIL: pscreply@psc.state.fl.us

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PAGE NO:

10/25/2001 Customer called to check the status of his case. He states that he is still unable to switch to AOL. kmarshall

11/08/2001 Report received via email. AHashisho

01-03-2002 The company is reporting the customer called on October 23, 2001, to state he has already requested to have his FastAccess disconnect service disconnected. They also state the records were researched and they advised the customer the service was disconnected on October 23, 2001. They also state there is no ADSL service on the line. Closed by letter. VMcKay

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PAGE NO: 2

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

January 7, 2002

ORIGINAL

Mr. Aristides Aguero
14120 Southwest 78 Street
Miami, FL 33183

RE: FPSC Inquiry #413165T

Dear Mr. Aguero:

This is a response to your communications with the Florida Public Service Commission (PSC) concerning BellSouth Telecommunications, Inc.

A review of the information developed in our investigation indicates that a company representative has been in touch with you and that the matter appears to be resolved.

If this is not the case, or if you have additional questions with which I can be of assistance, please contact me toll free at 1-800-342-3552, by toll free fax at 1-800-511-0809, or by e-mail at vmckay@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Victor S. McKay".

Victor S. McKay
Regulatory Specialist II
Division of Consumer Affairs

VSM:ewe

Angie Hashisho

From: BellSouth@bridge.bellsouth.com
Sent: Thursday, November 08, 2001 9:18 AM
To: pscreply@psc.state.fl.us
Subject: Contact Number: 413165T

BellSouth
Public Service Commission
Feedback Report

Please deliver to:

Customer Name: ARISTIDES AGUERO
PSC Complaint #: 413165T
Date of Complaint: 10/22/2001

Resolution Details:
11-8-01

FROM: Ms. Godsill, BellSouth

Our investigation reveals that upon receipt of the appeal on 10/22/01 Ms. Valerie Cooksey with BellSouth.net called the customer and left a message to call.

On 10/23/01 Valerie received a call from Mr. Aguero who stated that he requested that FastAccess disconnect his line. He stated that he wanted to switch to AOL, but his request had been delayed. He claimed that he had called several times to no avail.

Valerie researched the records which indicated that the customer's request to cancel service was submitted on 10/18/01 with a completion date of 10/22/01. Mr. Aguero was advised that his line disconnect completed on 10/22/01 and there is no ADSL on this line. Valerie also advised the customer that he would have to contact AOL in order to get the line provisioned for their service.

Message From: GODSIL, PAT
Date Sent: 11/08/2001

ORIGINAL